
TADIRAN PHONE MANUAL



May 2000

PLACING CALLS

- **INTERNAL CALLS**

- To place an internal call:
 - Lift handset and dial desired extension number
OR
 - Simply dial the extension number. It is not necessary to lift the handset or press the SPKR/INTCM button

- **EXTERNAL CALLS**

- To place an external call:
 - Lift the handset and press the OUT button, then:
 - For State Government Agencies, dial 4 or 3 and the last four (4) digits of the 564, 573 number (4 - ##### or 3 - #####)
 - For numbers outside of State Government but within the local calling area, dial 9 and the desired number (9 - ### - #####)
 - For long distance calls, dial 9 plus the area code plus the desired number [9 (###) ### - #####]
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RECEIVING CALLS

- **RECEIVING CALLS**

- Lift the handset
OR
- Press the SPKR/INTCM button (this activates your telephone speaker)
NOTE: Please see further instructions under CALL PICKUP on page 4 of this manual.

- **SPEAKER OPTIONS**

- To activate your telephone speaker when you are utilizing your handset, press the SPKR/INTCM button, then hang up the handset.
- To deactivate (turn off) your telephone speaker, simply pick up the handset and your call will automatically be transferred to the handset.

LAST NUMBER REDIAL

The last external telephone number you dialed is automatically saved in memory. To redial this number:

- Lift the handset or press the SPKR/INTCM button
 - Press the * (star) button
 - The last number in memory will be re-dialed
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AUTO REDIAL

The system will repeatedly dial outside numbers which are busy or unanswered. The redial will continue until the phone rings or is answered up to a predefined number of attempts. After the predefined number of attempts, the number is erased from the scanner list.

- To activate Auto Redial when you hear busy tone or no answer:
 - Press the Auto Redial button
 - Hang up the phone
 - The system will automatically redial the number at timed intervals*
- To De-activate the Auto Redial feature any time before the connection is made:
 - Press the Auto Redial button
 - Dial 10

NOTE: DO NOT set the Auto Redial button and go away from your desk. The system will automatically call the number at timed intervals and if a connection is made with the outside line the caller will be on your SPEAKER and can hear conversations in your office.

CALL HOLD

- **TO PLACE A CALL ON HOLD**

- Press the HOLD button once
- To return to the held party, press the HOLD button again.

If the held call is not picked up within 90 seconds, it will ring back to the extension where it was placed on hold. If it rings back to this extension and is not picked up within 30 seconds, the call will then be rolled to the system operator.

NOTE: The call hold rules do not apply to **ACD groups** within the building.

CALL PARK

This feature allows you to put a call on hold at one extension, then pick it up at any other extension.

- **TO PARK A CALL**

- Press XFER/CONF, then dial 183

- **TO PICK UP THE CALL AT ANOTHER EXTENSION**

- Dial 183
- Dial the extension number at which the call was parked
- Answer call

- **TO PICK UP THE CALL AT THE EXTENSION WHERE IT WAS PARKED**

- Dial 183
- Answer call

NOTE: If a call is placed on HOLD, it cannot be picked up from any other extension. You must use CALL PARK to pick up a call placed on hold at another extension.

CALL PICKUP

- **GROUP PICK UP** - Allows you to pick up any telephone that rings within your pre-programmed pickup group.
 - Press the PICKUP button
 - Answer the incoming call

NOTE: If more than one incoming call is coming into the pick up group, the calls will be answered in the order they came into the pick up group.
 - **DIRECTED PICK UP** - Allows you to pick up any ringing telephone in the system.
 - Dial Pick up code 180
 - Dial the extension of the ringing phone
 - Answer the incoming call
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SPEED DIALING

You may program buttons, designated by your telecommunications representative, for speed dialing. PLEASE USE CAUTION when setting your speed dialing buttons, because these instructions will overwrite existing features.

- **TO PROGRAM A BUTTON**
 - Dial 139
 - Press any UNASSIGNED button
 - Dial the number to be programmed (SEE NOTE BELOW)
 - Press the unassigned button again
 - Press the SPKR/INTCM button to conclude programming

NOTE: When programming an external number you must press the OUT BUTTON then 4 or 3 for another state agency (4 - ##### or 3 - #####), or 9 for an outside number (9 - ### - #####). Programming an internal extension requires that you only dial the four-digit internal extension number.

- **TO USE THE PROGRAMMED BUTTON**
 - Simply Press the desired programmed button
 - The number will be automatically dialed

NOTE: DO NOT program any pre-assigned buttons on your telephone. (Examples: Xfer/Conf button, pickup button, auto redial button, etc.)

TRANSFERRING CALLS

- **TO AN INTERNAL EXTENSION WITHIN THE BUILDING**

- Press the XFER/CONF button (The caller is automatically placed on hold until the transfer is complete)
- Dial the desired internal extension number
- Hang up the handset **or** remain on the line to announce the transfer, then hang up the handset.
- If the number you dial is busy, press the XFER/CONF button twice, this reconnects you with the caller.

NOTE: Both internal and external calls may be transferred to extensions within the building

- **TO ANOTHER STATE GOVERNMENT NUMBER**

- Press the ESSX/TRANS **or** FLASH ON TRUNK button (The caller is automatically placed on hold until the transfer is complete)
- Dial 4 or 3 plus the four (4) digit state number (4 - ####, or 3 - ####)
- Hang up the handset **or** remain on the line to announce the transfer, then hang up the handset
- If the number you dial is busy, press the ESSX/TRANS **or** FLASH ON TRUNK button twice, this reconnects you with the caller.

- **TO A NUMBER OUTSIDE STATE GOVERNMENT**

- Press the ESSX/TRANS **or** FLASH ON TRUNK button (The caller is automatically placed on hold until the transfer is complete)
- Dial 9 plus the number (9 - ### - ####) NOTE: remember to dial the area code if it is long distance
- Hang up the handset **or** remain on the line to announce the transfer, then hang up the handset.
- If the number you dial is busy, press the ESSX/TRANS **or** FLASH ON TRUNK button twice to be reconnected with the caller

CONFERENCE CALLS

To add an additional party to an existing conversation (thus establishing a 3-way conference call):

- **TO AN INTERNAL EXTENSION WITHIN THE BUILDING**

- Press the XFER/CONF button
- Dial the extension number
- When the 3rd party answers, press the XFER/CONF button again
- All three parties are connected
- **If the number you dial is busy**, press XFER/CONF *twice* to reconnect with the original caller.

- **TO ANOTHER STATE GOVERNMENT NUMBER**

- Press the ESSX/TRANS **or** FLASH ON TRK button
- Dial 4 or 3 then the four (4) digit state number (4 - ####, 3 - ####)
- When the 3rd party answers, press the ESSX/TRANS **or** FLASH ON TRK button again
- All three parties are connected
- If the number you dial is busy, press ESSX/TRANS **or** FLASH ON TRK *twice* to reconnect with the original caller.

- **TO A NUMBER OUTSIDE STATE GOVERNMENT**

- Press the ESSX/TRANS **or** FLASH ON TRK button
- Dial 9 then the number (9 - ### - ####)
- When the 3rd party answers, press the ESSX/TRANS **or** FLASH ON TRK button
- All three parties are connected
- **If the number you dial is busy**, press the ESSX/TRANS **or** FLASH ON TRK button *twice* to reconnect with the original caller.

ANY PARTY MAY HANG UP WITHOUT DISRUPTING THE REMAINING TWO (2) CALLERS.

MESSAGES

- **RECEIVING MESSAGES**

When the MSG button light is on, it indicates that a message has been left for you. Press the MSG button; your telephone view screen will display one of the following messages:

- CALL and the extension number **or** the person's name
- CALL VOICE MAIL **or** CORAL (Voice Mail Users refer to Voice Mail instructions on page 11 of this manual)

- **TO RETURN A CALL IMMEDIATELY**

- Press the MSG button (the display will indicate the caller or the caller's extension number)
- Dial 11 to return the call

- **TO RETURN A CALL LATER**

- Press the MSG button and make a note of the caller or the caller's extension
- Dial 10 to delete the message

NOTE: You can have more than one message at a time. Use the volume up/down controls to toggle up and down to view all the messages on your message list. VOICE MAIL USERS please refer to Voice Mail instructions on page 11 of this manual.

- **LEAVING A MESSAGE**

- To leave a message for another extension within 200 Fair Oaks:
 - Dial the extension number
 - If there is no answer or the extension is busy, press the MSG button and hang up

NOTE: If the extension you dialed has the Voice Mail option, after four (4) or five (5) rings, voice mail is activated and you may leave a message.

CAMP ON

- **WHEN TO USE CAMP ON**

- The extension you call is busy:
 - Press the CAMP ON button
 - Hang up
 - When the extension is no longer busy, your phone will ring
 - Upon answering your phone, you are connected to that extension
 - All outside lines in your group are busy:
 - Press the CAMP ON button
 - Hang Up
 - When an outside line becomes available, your telephone will ring
 - Upon answering your phone, you will hear a dial tone, allowing you to dial the outside number and complete your call. **NOTE: This feature only allows you to Camp On or access the OUTGOING LINE, you cannot Camp On to an OUTSIDE NUMBER**
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MUSIC

- **TURN MUSIC ON AND OFF**

- **TO TURN MUSIC ON:**

- Dial 135
- Dial 11 to activate

- **TO TURN MUSIC OFF:**

- Dial 135
- Dial 10 to deactivate

The music volume may be adjusted by pressing Volume Up or Down buttons (arrows) while the music is playing. Lifting the handset or receiving a call will automatically switch the music off. The music will resume when you hang up.

- **TO CHANGE MUSIC STATIONS**

- Dial 1329
- Press the up or down button to review the stations (3 currently available)
- Dial 11 to select the station

VOLUME/RING ADJUSTMENT

- **SPEAKER VOLUME LEVEL**

- To adjust the telephone's speaker volume:
 - Press the up or down arrow buttons. (Display will indicate speaker level from MIN to MAX)

- **RING LEVEL**

- To increase or decrease the ring level of your telephone:
 - Dial 136 (The phone will begin to ring)
 - Press the Up or Down arrow button to set your ring level
 - Press the SPKR/INTCM button when you have the desired ring level

- **CADENCE (TEMPO) CONTROL**

- To change the ringing tempo of your telephone:
 - Dial 136 (The phone will begin to ring)
 - Dial 1 - Hear the current tempo
 - Press the Up or Down arrow button to change the tempo
 - Press the SPKR/INTCM button when you have the desired tempo

- **RING TYPE (PITCH)**

- To select a ring type for your telephone:
 - Dial 136 (The phone will begin to ring)
 - Dial 2 - Hear the current ring type
 - Press the Up or Down arrow button to change the ring type
 - Press the SPKR/INTCM button when you have the desired ring type

FORWARDING YOUR TELEPHONE

CALL FWD BUTTON

FWD BSY/NA BUTTON

Due to the varying program area requirements in the 200 Fair Oaks Building, most areas have specific needs and have the phone system configured for these needs. Because of the varying phone configurations there is not one standard forwarding option to be used with the Tadiran Phone System at 200 Fair Oaks.

Before using any forwarding option button (CALL FWD or FWD BSY/NA) contact your designated telephone coordinator. They will instruct you on the correct forwarding options for your particular phone configuration.

Failure to follow these guidelines and properly forward your telephone will result in calls being routed to the incomplete destination point.

See page 11 of this manual if you have voice mail and use the forwarding option for this feature.

Attached to this phone manual is a list of Telephone Coordinators for each Department in the 200 Fair Oaks Building.

VOICE MAIL

We have different types of Voice Mail Systems. To receive information on your Voice Mail System at your location please see the Word document pertaining to that type of Voice Mail System.

Listed below are the types of Voice Mail Systems:

200 Fair Oaks – Key Voice

100 Fair Oaks (Collections) & Louisville Collections – Coral Mail

1266 Perimeter Park – Key Voice

TELECOMMUNICATIONS ASSISTANCE

Telecommunications assistance for the Revenue Cabinet:

Pam Stephens

564-8984 ext. 4101

Division of Information Systems Resources

200 Fair Oaks, 1st Floor